

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLERK'S OFFICE

NOTICE OF FILING AND HEARINGS

DOCKET NO. 2010-146-WS

PETITION OF THE OFFICE OF REGULATORY STAFF FOR COMMISSION TO ORDER A RULE TO SHOW CAUSE AS TO WHY CAROLINA WATER SERVICE, INC. SHOULD NOT BE FOUND IN VIOLATION OF COMMISSION REGULATIONS AND FOR ISSUANCE OF ORDER TO PROVIDE ADEQUATE AND PROPER SERVICE

The Office of Regulatory Staff ("ORS") pursuant to 26 S.C. Code Ann. Regs. 103-825 has filed a Petition with the Public Service Commission of South Carolina (the Commission) to show cause why Carolina Water Service, Inc. ("CWS") should not be found to be in violation of Commission regulations and to show cause why CWS should not be required to take necessary corrective action to provide adequate and proper service to its customers pursuant to S.C. Code Ann. §58-5-710 (Supp. 2009).

CWS is a public utility, as defined by S.C. Code Ann. §58-5-10(4) (Supp. 2009), providing water and sewer service to the public for compensation in certain areas of South Carolina pursuant to rates approved by the Commission in Docket No. 2006-92-WS for water and sewer service and is therefore a public utility subject to the jurisdiction of the Commission. The Petition states that CWS has violated Regulation 103-732 by failing to "bill each customer as promptly as possible following the reading of his meter"; CWS has violated Regulation 103-732.2 by failing to comply with the customer bill form; and CWS violated Regulation 103-732.3 by failing to properly apply late payment charges. The Petition also reveals that CWS has violated 26 S.C. Code Ann. Regs. 103-703 by failing to follow the Commission approved rate schedule. Also, CWS allegedly has violated Regulation 103-735 and 735.1 by failing to properly notice customers of termination of service and for improper water service termination. ORS also asserts that CWS has not resolved customer complaints promptly.

The ORS, in part, seeks the following relief from the Commission:

1. Require CWS to take those steps that the Commission determines are necessary for the provision of adequate and proper service and establish a reasonable period of time for CWS to complete such steps;
2. Require CWS to adjust its customers' bills to conform to Regulation 103-733; and
3. Require CWS to cease and desist from terminating service to water customers of CWS where the Company has failed to properly render bills.

A copy of ORS's Petition can be obtained from the Commission at the following address: Public Service Commission of South Carolina, Clerk's Office, P. O. Drawer 11649, Columbia, South Carolina 29211. Additionally, ORS's Petition is available on the Commission's website at www.psc.sc.gov.

In order for comments to be received from customers regarding matters related to the ORS petition, a public hearing will be held in the Commission's Hearing Room, Synergy Business Park, 101 Executive Center Dr., Columbia, South Carolina on **Wednesday, June 30, 2010, at 6:00 p.m.**

In order for testimony and evidence to be received from parties of record, a public hearing will be held in the Commission's Hearing Room, Synergy Business Park, 101 Executive Center Dr., Columbia, South Carolina on **Tuesday, July 27, 2010, at 10:30 a.m.**

Any person who wishes to participate in this matter, as a party of record with the right of cross-examination should file a Petition to Intervene in accordance with the Commission's Rules of Practice and Procedure, on or before **June 3, 2010**, and indicate the amount of time required for his presentation. Please include an email address for receipt of future Commission correspondence in the Petition to Intervene. ***Please refer to Docket No. 2010-146-W/S.***

Any person who wishes to be notified of any changes in the hearing dates, but does not wish to be a party of record, may do so by notifying the Clerk's Office in writing at the address below on or before **June 3, 2010**. ***Please refer to Docket No. 2010-146-W/S.***

PLEASE TAKE NOTICE: Any customer who wishes to have his or her comments considered as part of the official record of this proceeding **MUST** present such comments, in person, to the Commission during the hearing.

Persons seeking information about the Commission's Procedures should contact the Commission in Columbia at 803-896-5100.

Public Service Commission of South Carolina
Attn: Clerk's Office
Post Office Drawer 11649
Columbia, SC 29211

Revised
5/7/10